IT Basics

Year - 2014

IT Support Manual

PRAN-RFL Group

105, Middle Badda

NETWORK & INTERNET SETTING

Network Basics –

What is Protocol-: A **network protocol** defines rules and conventions for communication between network devices.

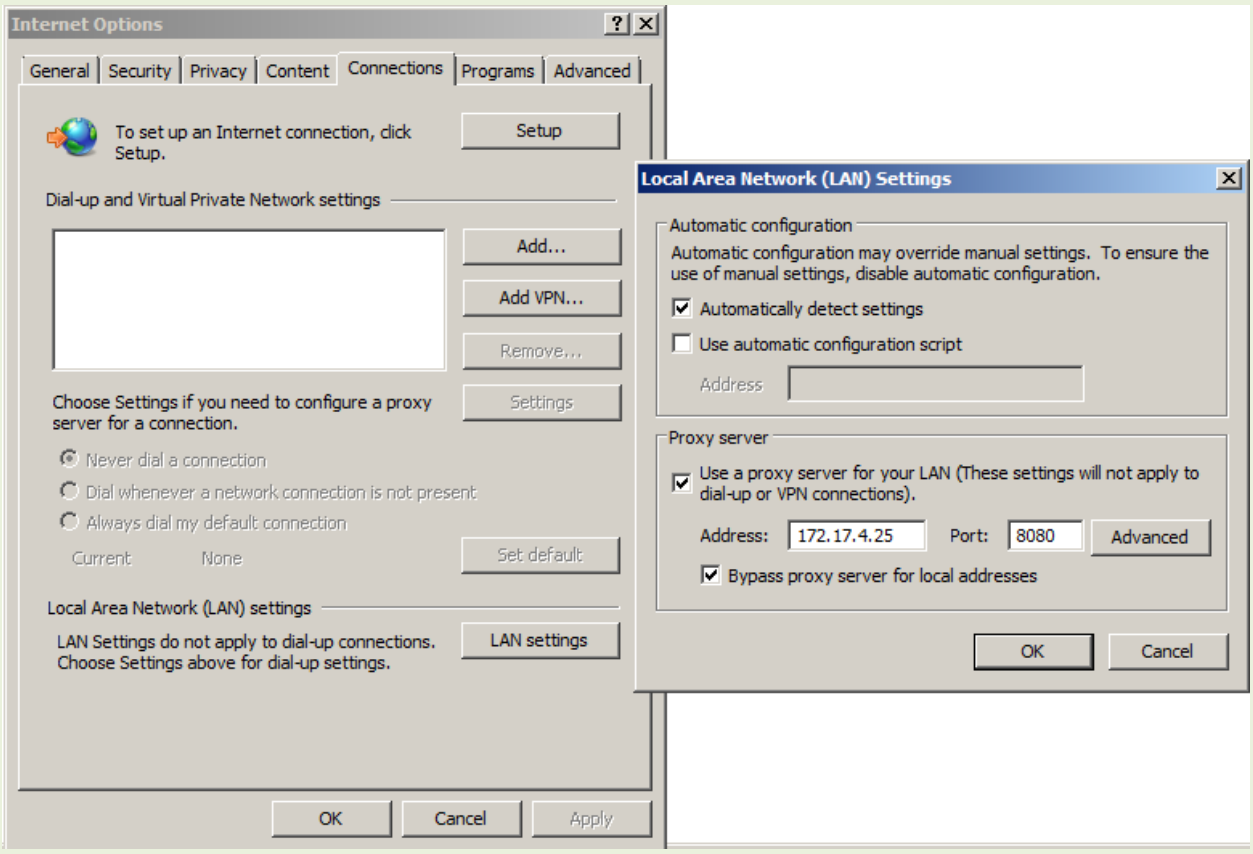
IP -: The Internet Protocol (IP) family contains a set of related and among the most widely used network protocols.

Check proxy settings for internet Browser

In a company that uses the Internet, a proxy server is a server that acts as a mediator between a workstation user and the Internet so that the company can ensure security, administrative control, and caching service.

Steps-

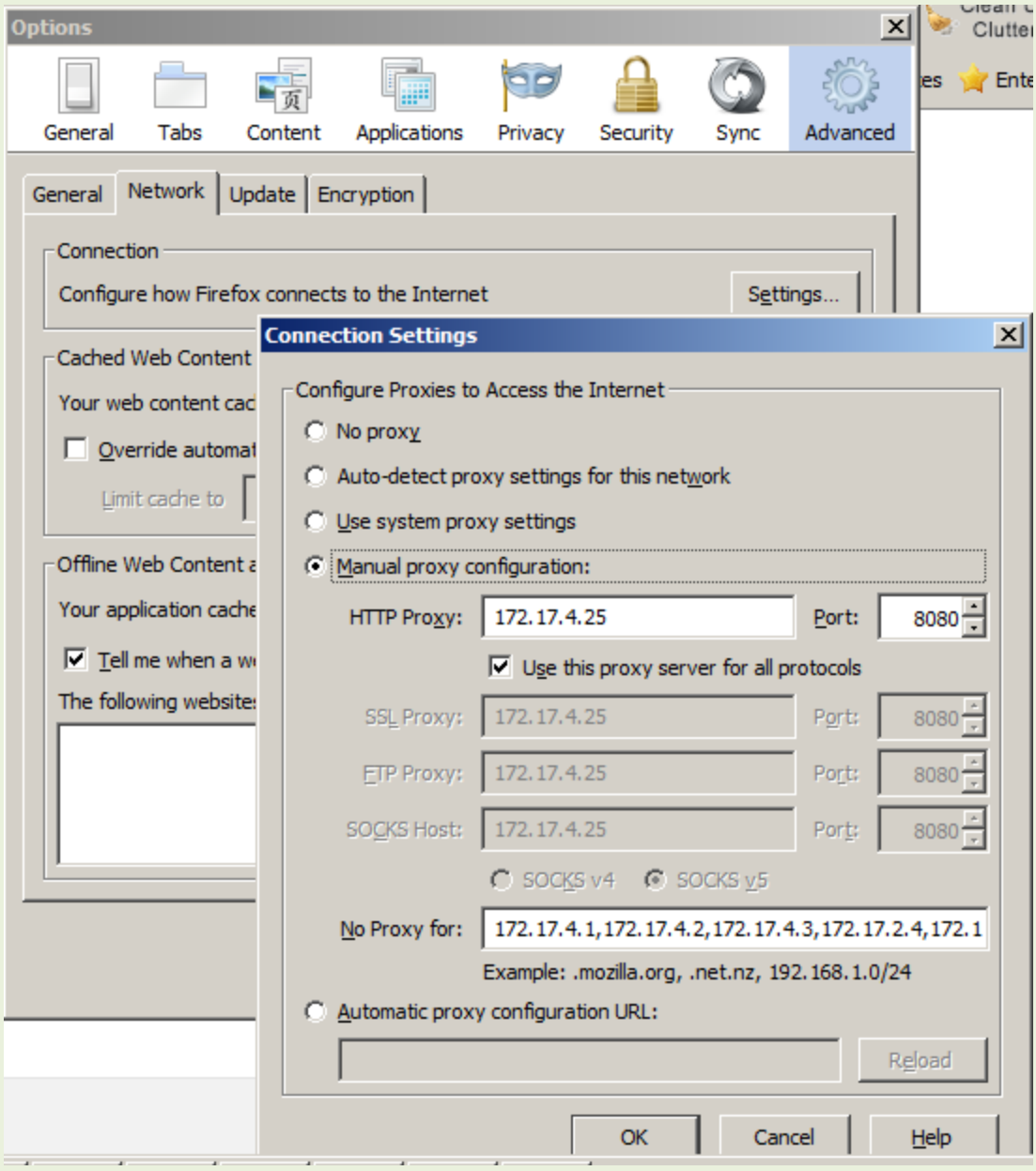
Open Internet Explorer –Click Tools Menu-Click Options – Click Connection tab – Click LAN Settings, we will get the below screen -



Fill all information like above window - click Ok

In Firefox –

Click Tools – Click Options –c Click Advanced –Click Network –Click Settings and Fill the all Address.


Options
General
Tabs
Content
Applications
Privacy
Security
Sync
Advanced
General
Network
Update
Encryption
Connection
Configure how Firefox connects to the Internet
Settings...
Cached Web Content
Your web content cac
Override automat
Limit cache to
Offline Web Content a
Your application cache
Tell me when a w
The following website
Connection Settings
Configure Proxies to Access the Internet
No proxy
Auto-detect proxy settings for this network
Use system proxy settings
Manual proxy configuration:
HTTP Proxy:
172.17.4.25
Port:
8080
Use this proxy server for all protocols
SSL Proxy:
172.17.4.25
Port:
8080
FTP Proxy:
172.17.4.25
Port:
8080
SOCKS Host:
172.17.4.25
Port:
8080
SOCKS v4
SOCKS v5
No Proxy for:
172.17.4.1,172.17.4.2,172.17.4.3,172.17.2.4,172.1
Example: .mozilla.org, .net.nz, 192.168.1.0/24
Automatic proxy configuration URL:
Reload
OK
Cancel
Help

How to check IP address and MAC for the LAN/WLAN Card

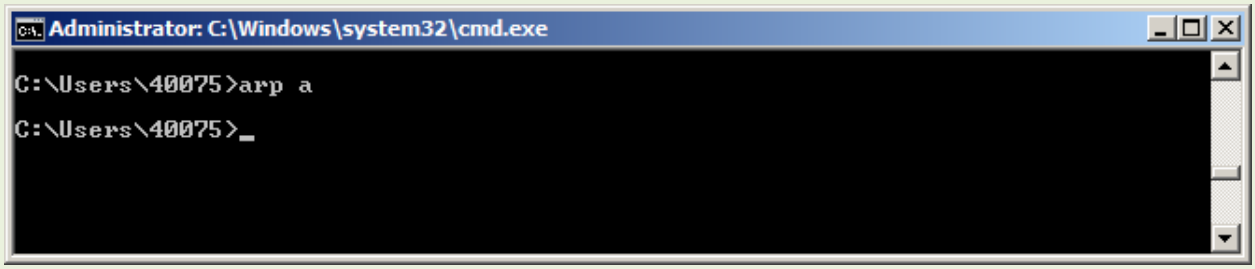
A **media access control address** (**MAC address**) is a **unique** identifier assigned to network interfaces for communications on the network.

Steps-

Type cmd in windows search box-type ipconfig/all (physical address is the MAC Address…)

Administrator: C:\Windows\system32\cmd.exe
C:\Users\40075>ipconfig/all
Windows IP Configuration
Host Name . . . . . : LAP-1502
Primary Dns Suffix . . . . . : prangroup.com
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : prangroup.com
Wireless LAN adapter Wireless Network Connection 4:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Description . . . . . : Microsoft Virtual WiFi Miniport Adapter #2
Physical Address. . . . . : 0E-71-D9-26-6E-4F
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Wireless LAN adapter Wireless Network Connection 3:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Description . . . . . : Atheros AR9485WB-EG Wireless Network Adapter
Physical Address. . . . . : 6C-71-D9-26-6E-4F
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Ethernet adapter Bluetooth Network Connection:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Description . . . . . : Bluetooth Device (Personal Area Network)
Physical Address. . . . . : 6C-71-D9-26-B6-2D
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Ethernet adapter Local Area Connection 2:
Connection-specific DNS Suffix . : prangroup.com
Description . . . . . : Realtek PCIe FE Family Controller #2
Physical Address. . . . . : 00-E0-4C-73-C9-BE
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::44e5:460b:986b:c5ce%20(Preferred)
IPv4 Address. . . . . : 172.17.115.50(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : Tuesday, April 22, 2014 8:20:57 AM
Lease Expires . . . . . : Wednesday, April 23, 2014 1:12:41 PM
Default Gateway . . . . . : 172.17.115.1
DHCP Server . . . . . : 172.17.4.6
DHCPv6 IAID . . . . . : 385933388
DHCPv6 Client DUID. . . . . : 00-01-00-01-19-A4-FF-D4-00-E0-4C-76-BA-D8

For WLAN

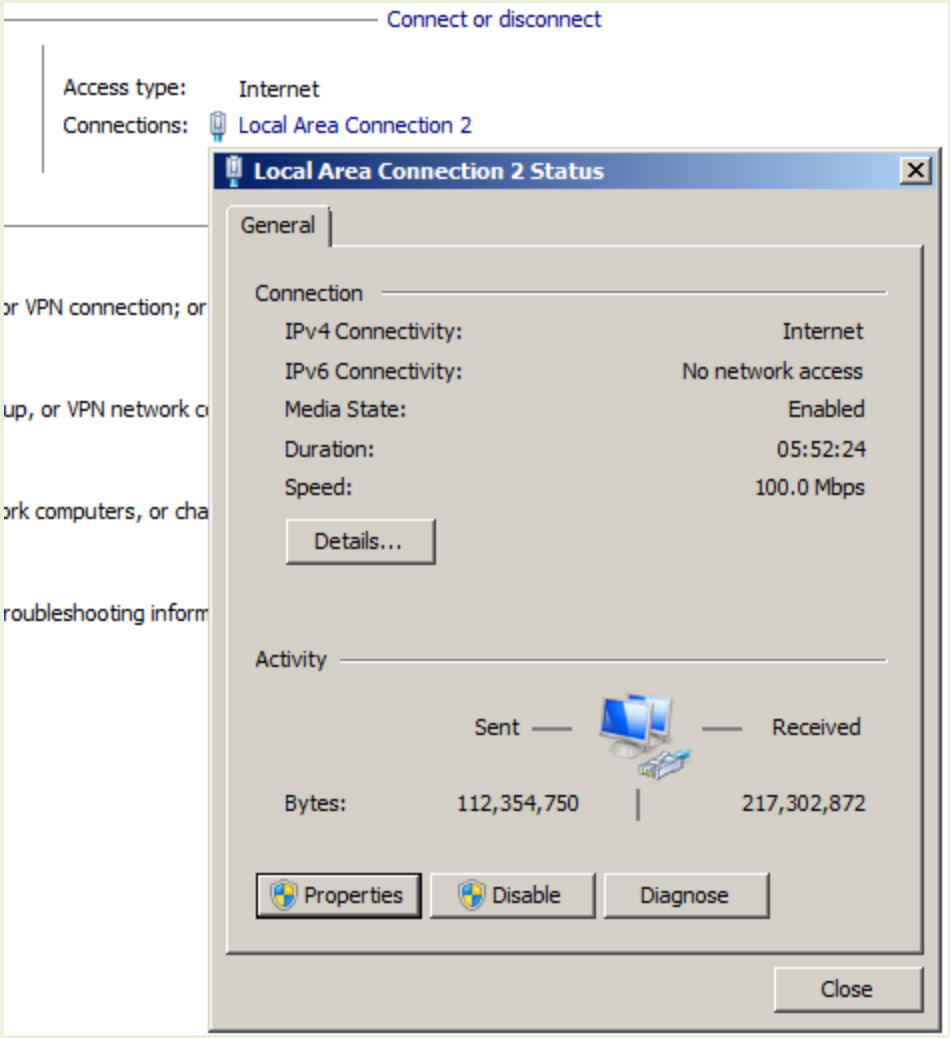


How to include/Clear manual IP address

IP is a sound for Internet Protocol, Internet Protocol address is part of the systematically laid out **interconnected** grid that governs **communication.** In the same sense that someone needs your mailing address to send you a letter, a remote **computer** needs your IP address to communicate with your computer.

Steps-

Click on Network connection ICON on the notification Area –Click Network and Sharing Center Click Local Area Connection 2 (In the Connect Area)- Type the IP Address/Remove if needed.

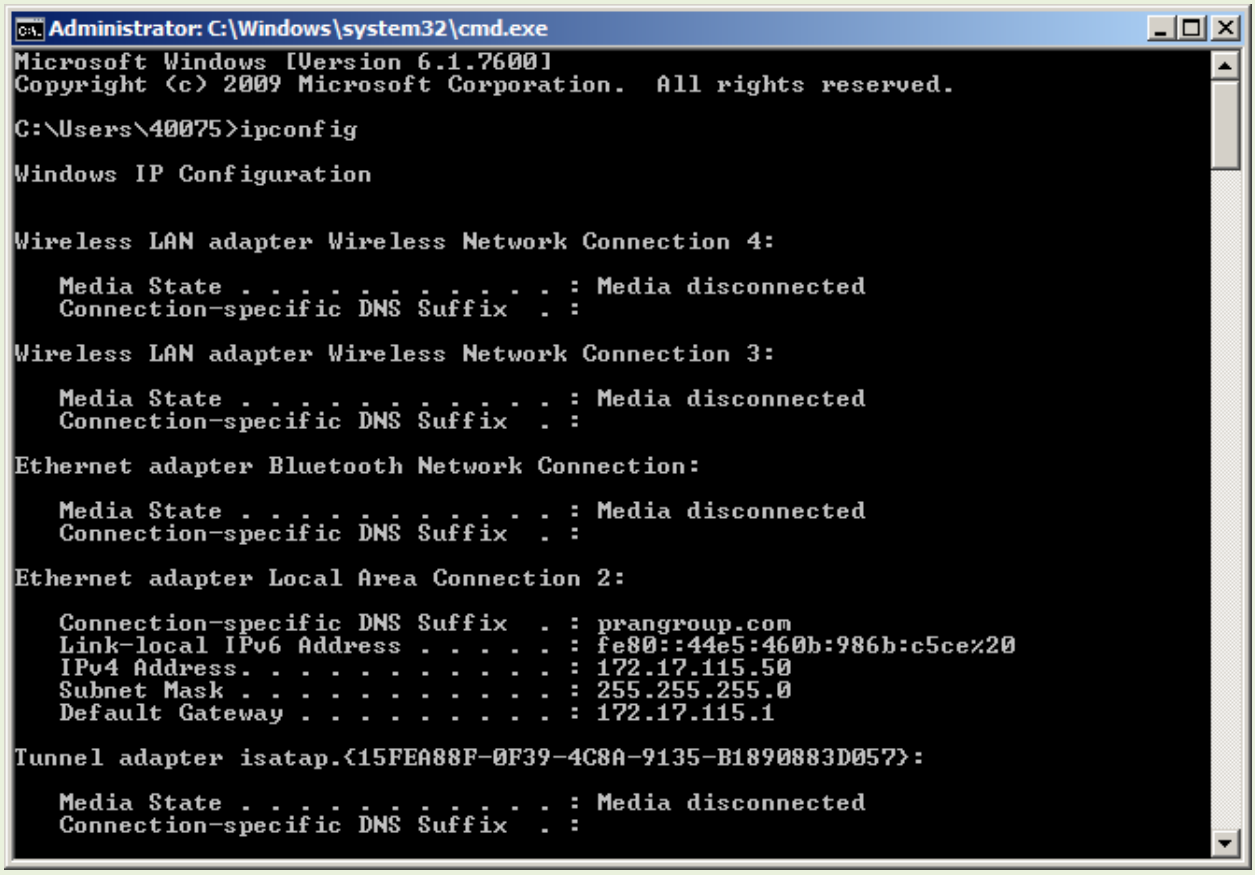

Connect or disconnect
Access type: Internet
Connections: Local Area Connection 2
Local Area Connection 2 Status
General
Connection
IPv4 Connectivity: Internet
IPv6 Connectivity: No network access
Media State: Enabled
Duration: 05:52:24
Speed: 100.0 Mbps
Details...
Activity
Sent
Received
Bytes: 112,354,750 217,302,872
Properties
Disable
Diagnose
Close

How to ping IP address

Check connection to other computer, usually we check the connection to server with our PC-

Steps -

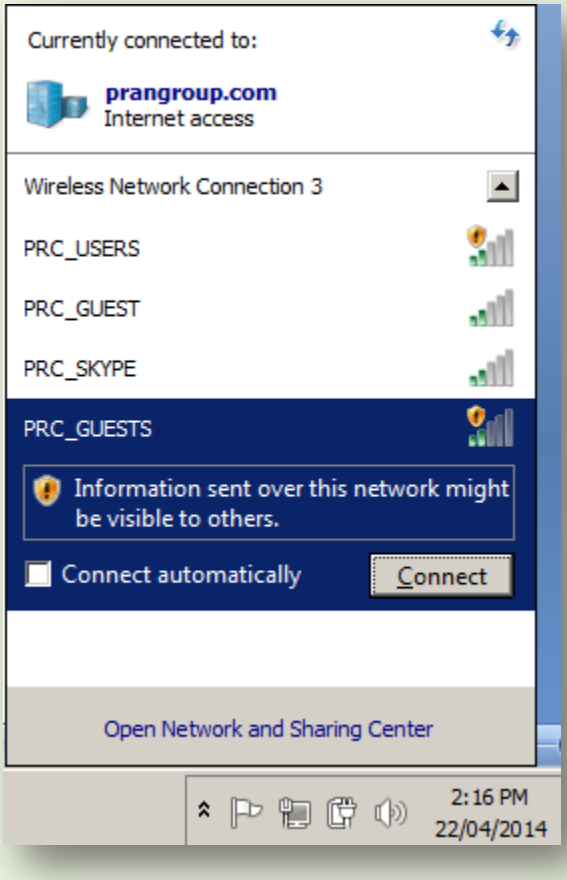
Type ipconfig in the command prompt


Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Users\40075>ipconfig
Windows IP Configuration
Wireless LAN adapter Wireless Network Connection 4:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Wireless LAN adapter Wireless Network Connection 3:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Ethernet adapter Bluetooth Network Connection:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Ethernet adapter Local Area Connection 2:
Connection-specific DNS Suffix . : prangroup.com
Link-local IPv6 Address . . . . . : fe80::44e5:460b:986b:c5ce%20
IPv4 Address. . . . . : 172.17.115.50
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 172.17.115.1
Tunnel adapter isatap.{15FEA88F-0F39-4C8A-9135-B1890883D057}:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :

How to connect wireless connection for internal user/Guest User/Factory User

Steps to Connect/Disconnect wireless connection -

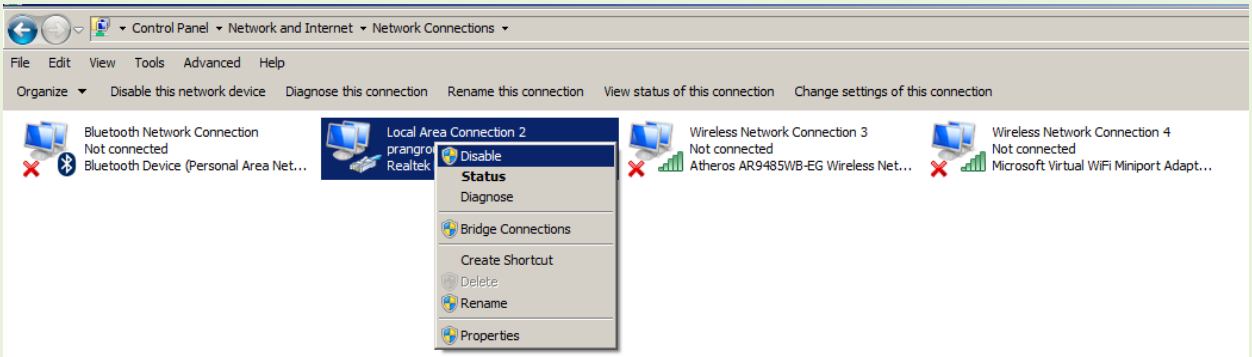
Click Network Connection ICON in the notification area – Click the Network Name – Choose Connect if we need.



How to enable/disable LAN & Wireless connection

Sometimes need to Disable/Enable the network Connection, the steps are-

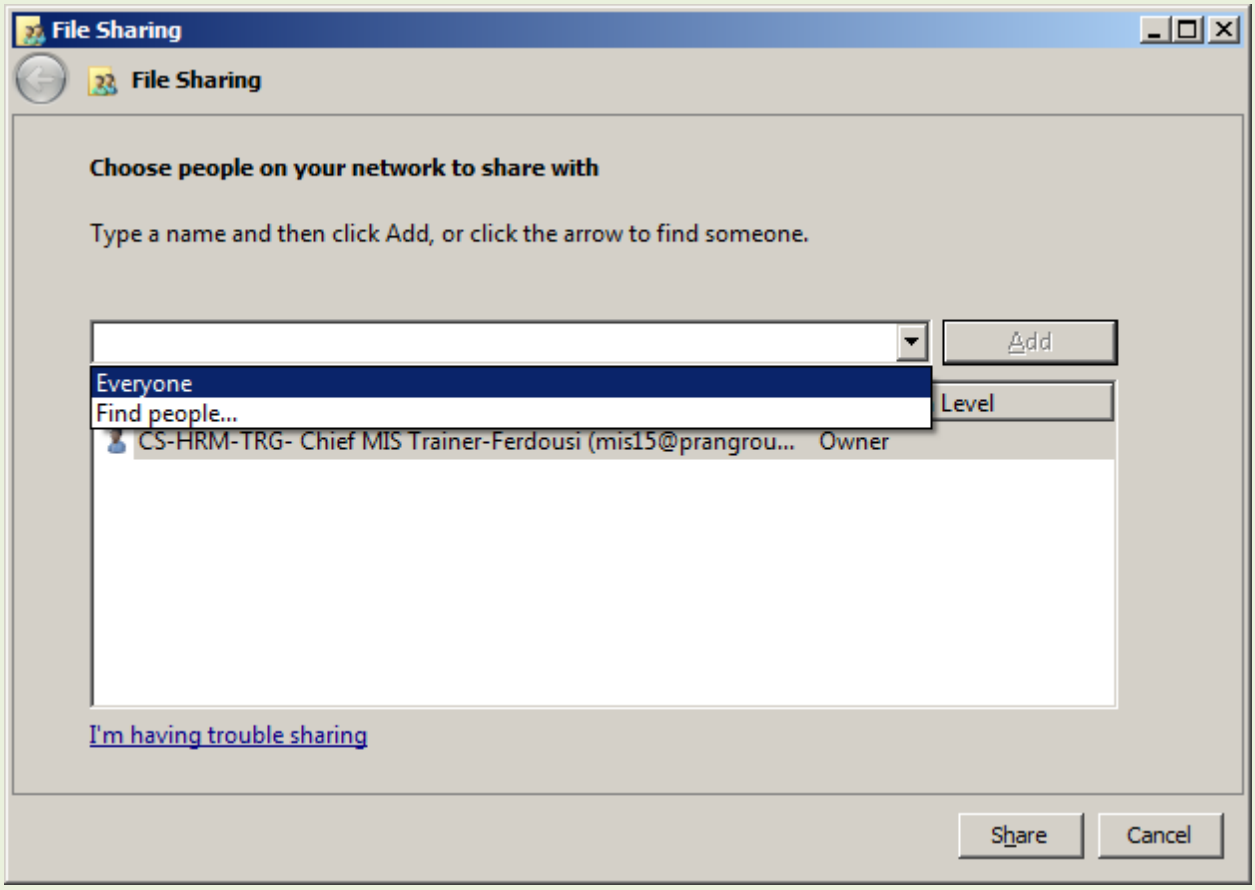
Click Network Connection ICON in the notification area – Click Open Network and Sharing Center – Click Change Adapter Settings – Right click on the Network Connection ICON which one we need to Enable/Disable – Choose Disable/Enable

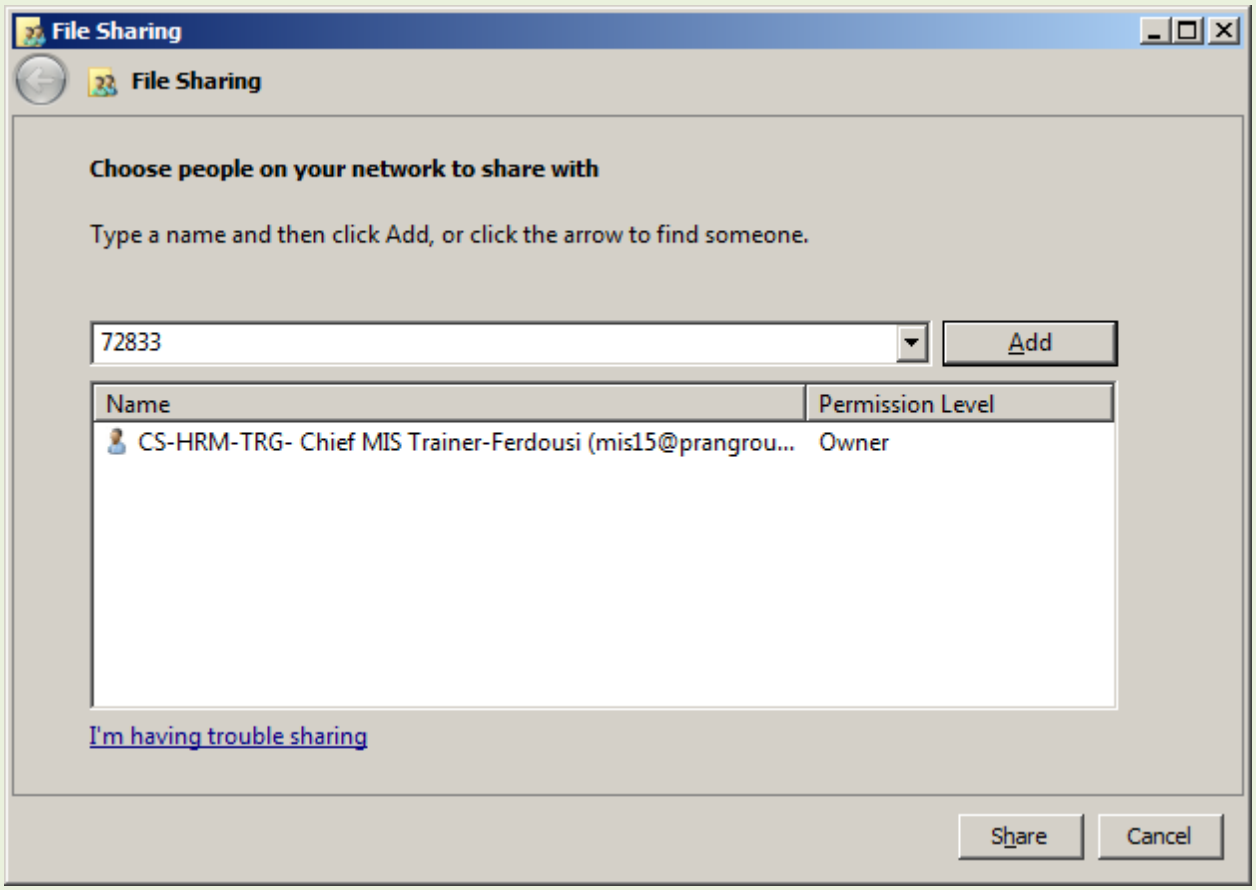


File transfer over LAN (Local LAN/P2P Network)

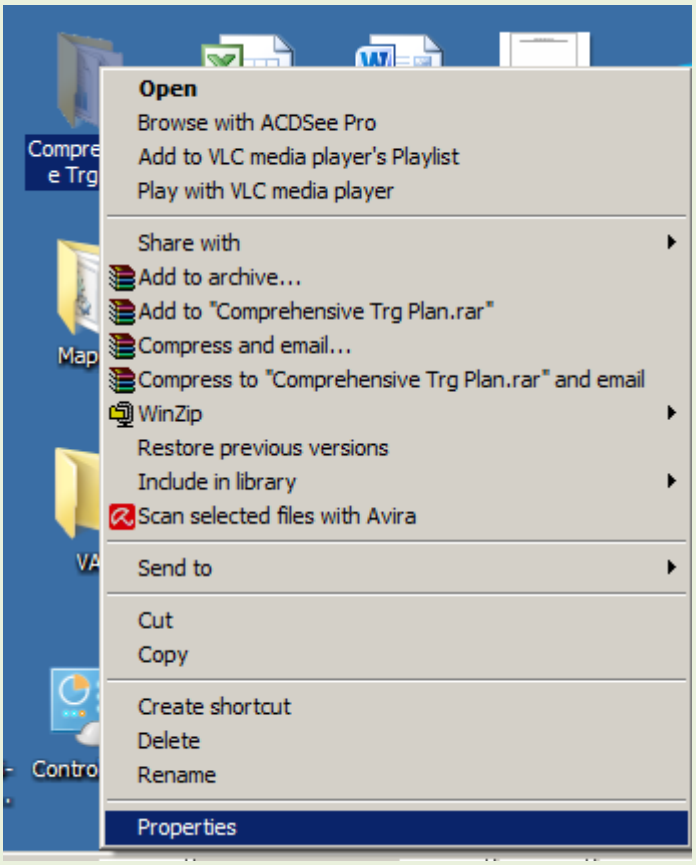
How to share/Transfer file within the network- Steps-

Right click on a Folder Click Sharing – People Share with –click down button arrow for Everyon or Type the Staff ID – Click Add – Click Share





Right Click On the Shared Folder-Click on Properties –Click on Sharing - for Advanced Sharing – Checked Share this Folder – Click Permission – Click the User Name – Click Allow or Deny (which user permissions you will change)- Click OK, Click OK –Click Close

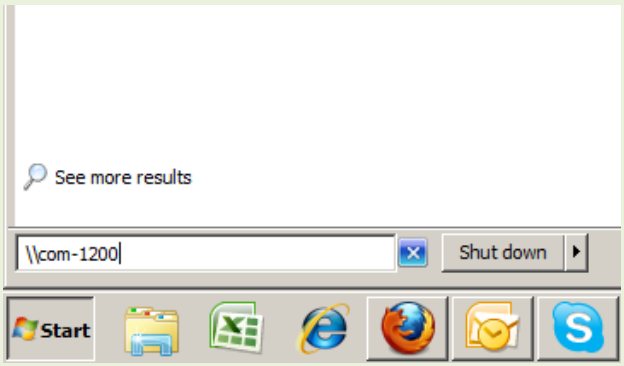


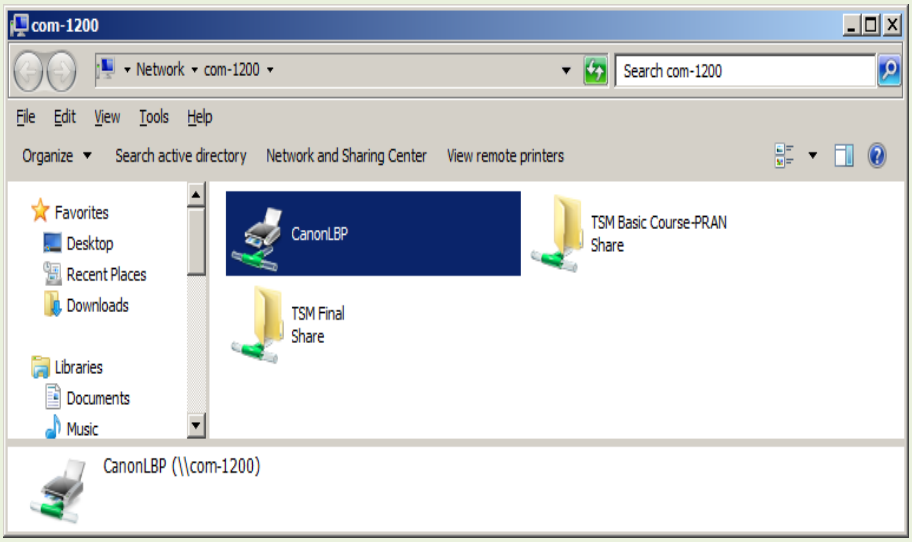
Installation/Configuration

How to set up printer/Scanner from Share or Local.

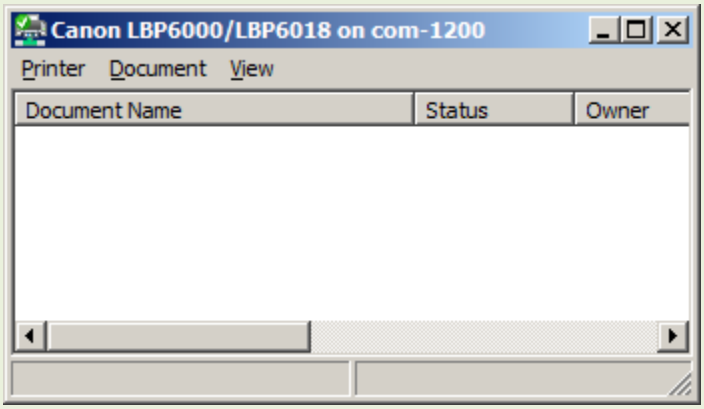
Steps-

Type the Computer Name in Search box or in Run dialog Box and press enter. If the network connection ik is Ok it will show the Share Printer or Scanner – Double click on that Printer or Scanner ICON to download the Driver.





When it will download it will show a new Window like-



What to do after printer Network jam

Printers Problems –

PRINTER

3. Is it plugged-in? Make sure the printer is plugged into a live outlet. If it is plugged into a surge protector, make sure it is on. Try moving it from the surge protector to a known-good wall outlet.

4. Is it on? Ok, you can't print and Windows, etc. says it can't find the printer. Make sure the darn thing is turned on and there are no error lights (LEDs) lit. If there are error lights, refer to the user manual/manufacturer's web site. You should hear the print mechanism initialize when power is applied and most printers have at least one light which will be illuminated when it is on.

5. Is it on-line? Most printers have and on-line LED and button or the equivalent. The computer cannot communicate or send stuff to a printer that is not on-line; i.e., not connected to the cable between the printer and computer, and that is what "on-line" literally means. Again, I have gone to customer sites, pushed the on-line button, and charged them for my time and travel (I try to accomplish at least that much on the phone, but some...).

6. Is it beeping at you? Most printers will beep once or twice during or after initialization. If it beeps more than that or beeps constantly, the poor thing is either hurt or trying to tell you something is wrong. Look in the manual or go to the web site to learn what it is saying. Unfortunately, beep code documentation can be hard to find, the beep you hear may not listed, or the meaning of the beep is nebulous. Most, printers will beep when out of paper or out of ink and those are the most common causes for a printer turning into a road runner.

7. Does it test-print? Most printers have a built-in diagnostics program which can be very useful for troubleshooting problems and test-printing without a computer. They are usually initiated by pressing a button or two while turning on the printer. Check your user manual. If the printer test-prints OK, you have probably eliminated the mechanical print mechanism as the problem.

8. Does it have ink or toner? Is the Ink cartridge full, ribbon installed correctly, or laser cartridge full? An ink jet printer may have a black and a color cartridge. Check both of them and at least set the printer to use a cartridge with ink in it. You can usually extend the life of a laser cartridge long enough to order a new one by removing the cartridge and gently shaking it side-to-side to redistribute the tone. Sometimes you can get a ribbon going temporally by removing from the printer and manually advancing the ribbon past a worn spot by turning the sprockets.

9. Is it clean? Most ink jet printers have a simple user procedure for cleaning the print heads. You may have to clean them periodically or after the printer has been idle for a few days or weeks. If you see funny colors or print-outs are missing colors, a cartridge may be empty or a head dirty. You may have to clean a head many times to get it working again.

10. Does it have paper? Be sure the paper is installed correctly and there is enough of it. Most printers have a paper-out detector. On most dot matrix printers it is a photo diode. If form-fed paper is not aligned correctly (usually on the left side) the diode won't see it. DOS may indicate it has lost communications with a printer which is out of paper instead issuing a paper-out error.

11. Is it jammed? Paper jams are frequently the reason my wife is able to fix many printers. She's very good at it (and she has smaller fingers than mine). Always read the manual on how to clear a jam. Don't be a "gorilla" with your printer! You can easily damage a printer (strip gear threads, etc.), or even get hurt, if you do not follow instructions and are not careful. Turn the power off--unplug it. You have 110 volts running around the inside many printers. And print heads, gears, etc. like to nip fingers.

Laser printers have some very fine wires to remove static charges from the paper near the fuser mechanism which will break if you aren't very careful. Also, the fuser itself can be very hot (it fuses/melts toner to the paper).

Don't move a print head unless the instructions direct it. You can damage the belt, etc.

Address labels cause many paper jams and cannot always be seen. The old shirt cardboard trick can be used to dislodge them from many printers. Just feed a shirt cardboard (or cut a piece of like-sized cardboard form a file folder) through like a sheet of paper and wiggle the label loose and out.

Staples, paperclips, dog hair, and cookie crumbs are among the many things we have coaxed out of printers. A staple will raise havoc with the drum in laser printers. If you see vertical lines on pages printed by a laser printer (or copy machine), the drum is probably scratched. Replacing it can be a very expensive repair, indeed.

If jams persist, or the printer won't feed paper, there is a good chance that gears are stripped or rollers are worn-down or have flat spots. Fixing this sort of problem may require specialized tools and elaborate alignment procedures and is often best done at a printer repair depot. It is not usually economically feasible to send low-end ink jet and dot matrix printers, etc. to a repair depot. Sometimes roller problems can be fixed by cleaning the rollers.

Changing to a different kind of paper may help. Refer to your user manual for guidance.

On humid days, slightly damp paper can cause jams by sticking together causing more than one sheet to be fed at a time. Try removing the paper from its tray, etc. and fanning it. Make sure the edges or corners aren't curled and the tray is either not too empty or too full. Read the book...

Then there are those printers which no one can figure-out how to dissemble without damaging them...

12. Is it wedged? The printer memory could be full or there may my a glitch caused by a power spike. Turn-off the printer, wait a few seconds and turn it back on.

CABLE

13. Is it connected? The printer test prints, but it won't go on line... Well, is the cable from the printer to the computer connected? Screw down the DB-25 connector at the computer end and clip the Centronics connector at the printer end (your printer and computer may have different connectors; e.g., USB). Push-in and wiggle the connectors.

14. Is it connected to the printer port? Some SCSI (Small Computer System Interface) are physically identical to the male DB-25 connectors used for standard IBM/IBM-compatible printer ports. Plugging a printer into a SCSI port can damage the SCSI host board and the printer.

15. Do you have the correct cable? Many printers now require an IEEE 1284 and Bi-Directional. USB cables shouldn't be longer than 15 feet.

16. Is the cable good? Check for bent pins. Try another cable.

17. Is it connected properly? Screw the PC end down and latch the Centronics end at the printer.

18. Is there something else connected to the printer port? Disconnect it and uninstall the device drivers for it.

19. Does the printer port have a software security device on it? These devices attach to the printer port and the printer cable attaches to the device. They can break. Try printing without it.

COMPUTER

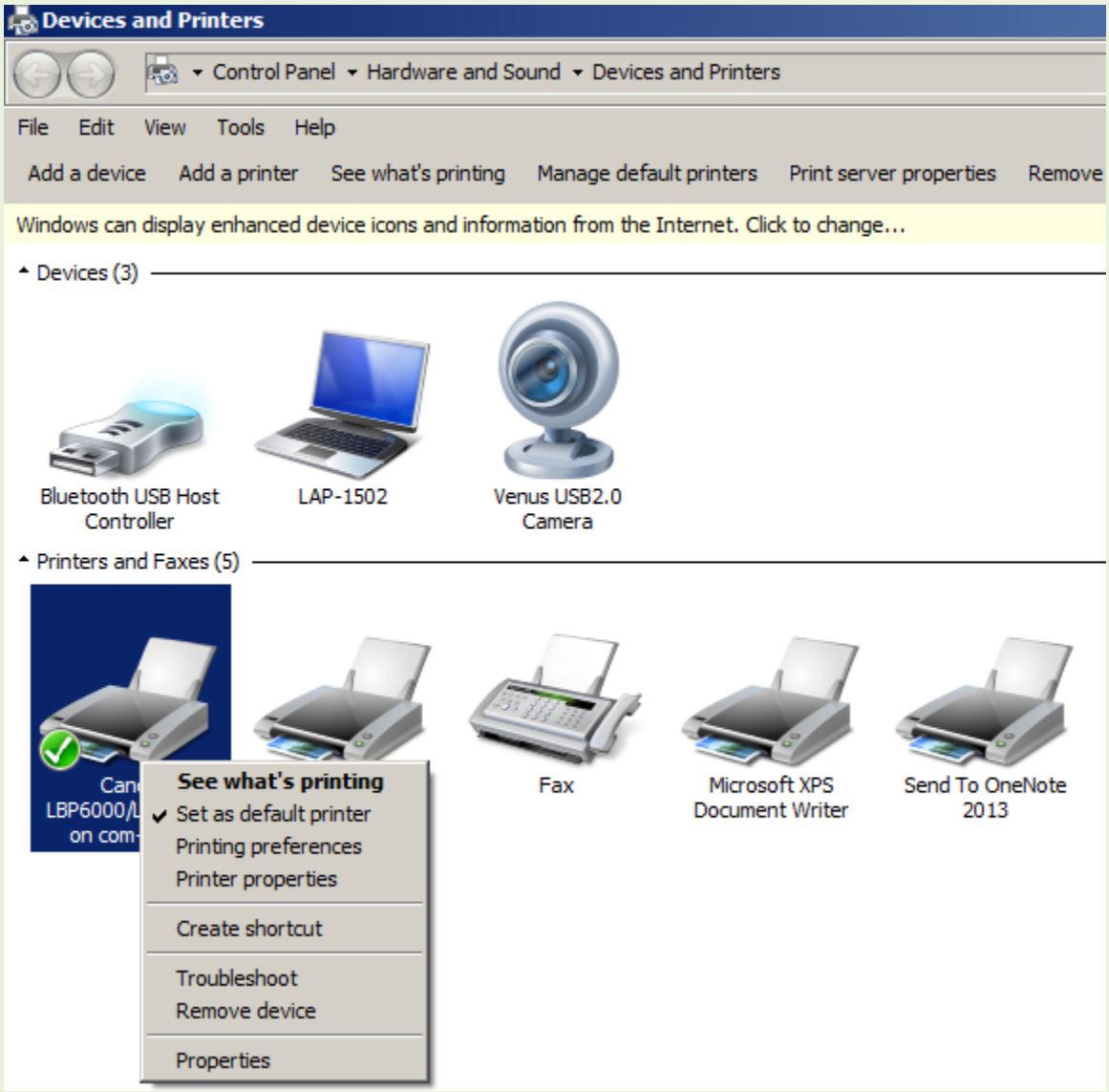
20. Is the printer port set-up correctly in your computer's BIOS Setup? Try the various printer modes in your computer's CMOS Setup. ECP+EPP usually works with bi-directional printers, but others may fix the problem.

21. Is the correct printer cable/header assembly installed and is it plugged-in right? I have seen cases where a baby AT motherboard was upgraded, but the printer cable/header assembly from the old motherboard was used and caused problems, but that is very rare. Also, the cable connecting to the motherboard could be backwards or loose.

How to check default printer selection

Steps-

Right Click on the Printer ICON – Click Set as Default

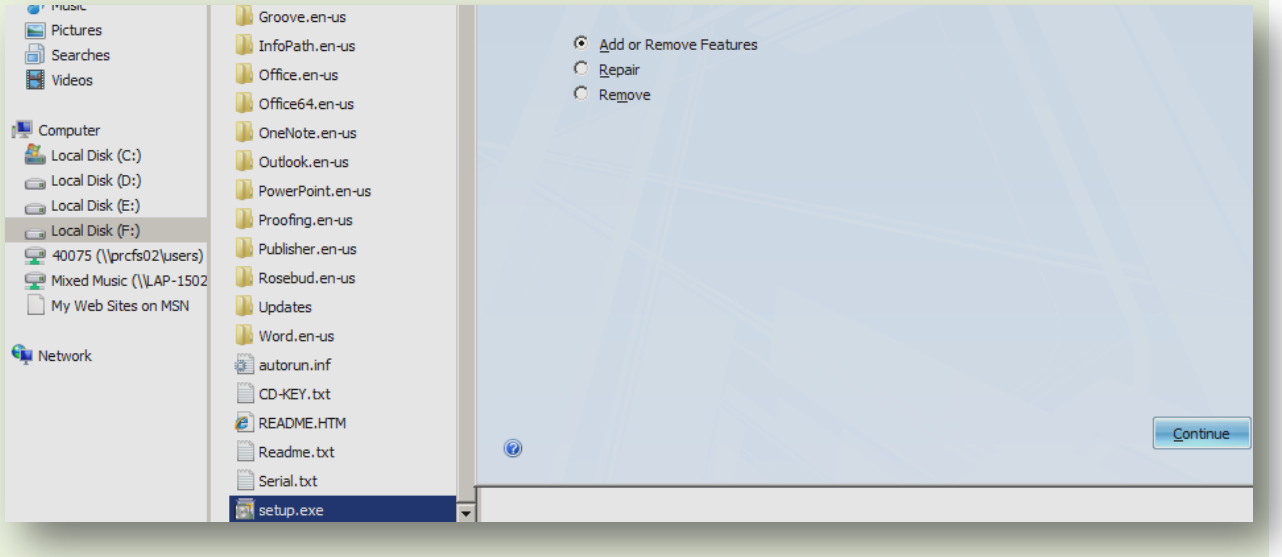


Several software Install (MS Office 7, Adobe, Magic Soft etc.)

Steps-

1. Open F:\ Drive – Run the Program's Setup File which one you want to Install – like Microsoft Office 2007 –Double Click on Set Up file – click Next … then Finish,
2. The installation process will ask Accept or Reject, you should choose Accept
3. The installation process will ask Serial key, you should input the serial key from the installation folder

4. After finishing the installation process it will ask to restart the computer-choose yes to restart after restart it will ask to go to online help or security, no need to choose this option –close it.

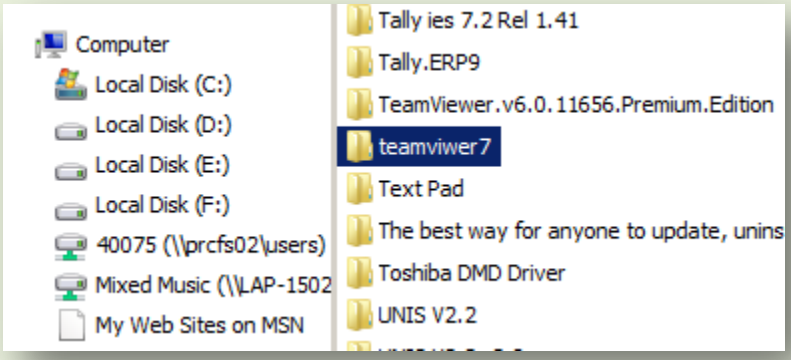


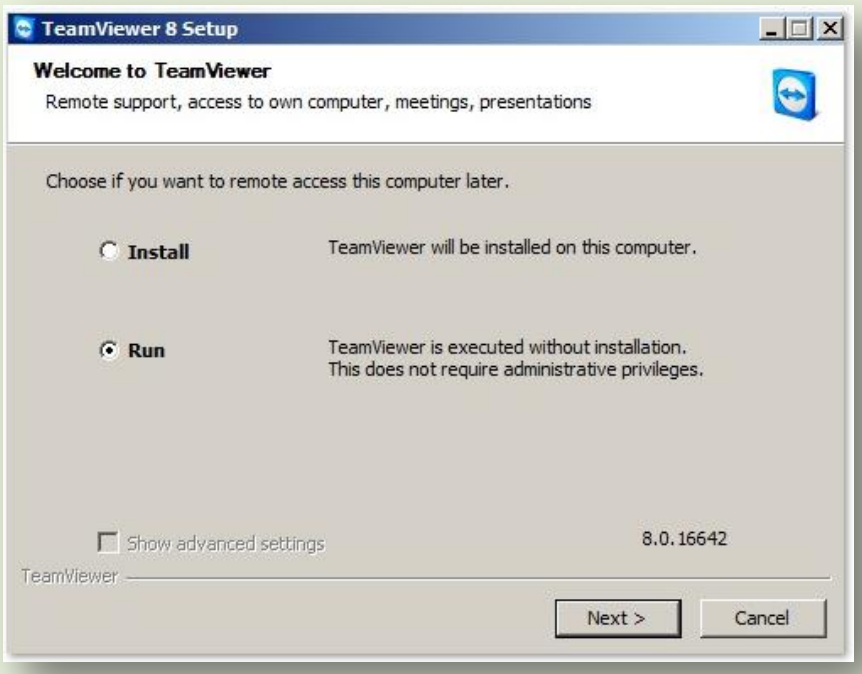
Installation & configuration of Skype/PCAnywhere/Team Viewer/Projector Server

Team Viewer Installation –

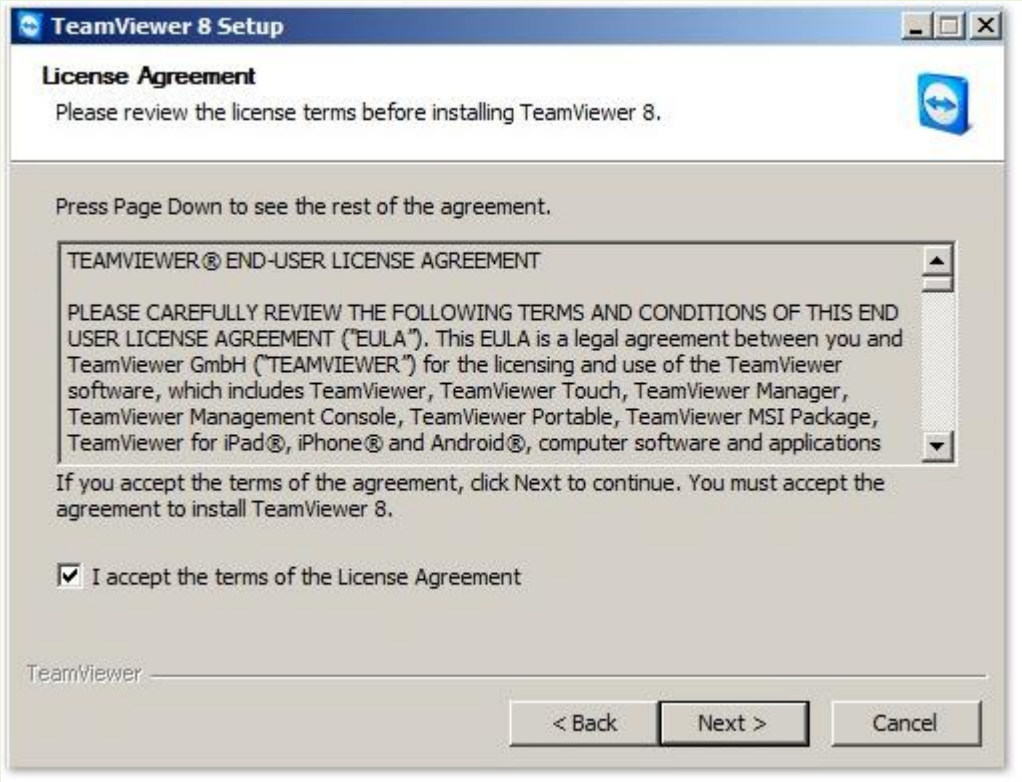
Steps-

Double Click on the Teamviewer and follow the steps -

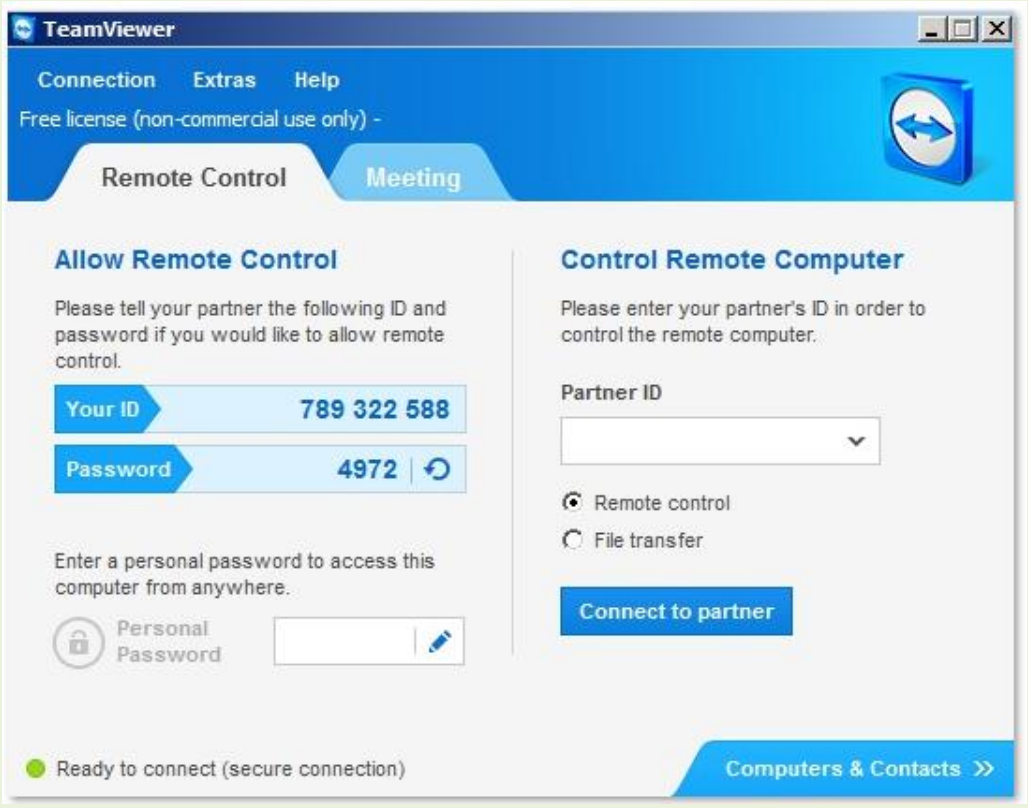




Click Next –


TeamViewer 8 Setup
License Agreement
Please review the license terms before installing TeamViewer 8.
Press Page Down to see the rest of the agreement.
TEAMVIEWER® END-USER LICENSE AGREEMENT
PLEASE CAREFULLY REVIEW THE FOLLOWING TERMS AND CONDITIONS OF THIS END USER LICENSE AGREEMENT ("EULA"). This EULA is a legal agreement between you and TeamViewer GmbH ("TEAMVIEWER") for the licensing and use of the TeamViewer software, which includes TeamViewer, TeamViewer Touch, TeamViewer Manager, TeamViewer Management Console, TeamViewer Portable, TeamViewer MSI Package, TeamViewer for iPad®, iPhone® and Android®, computer software and applications
If you accept the terms of the agreement, click Next to continue. You must accept the agreement to install TeamViewer 8.
I accept the terms of the License Agreement
TeamViewer
< Back
Next >
Cancel

Choose Accept and Click next -



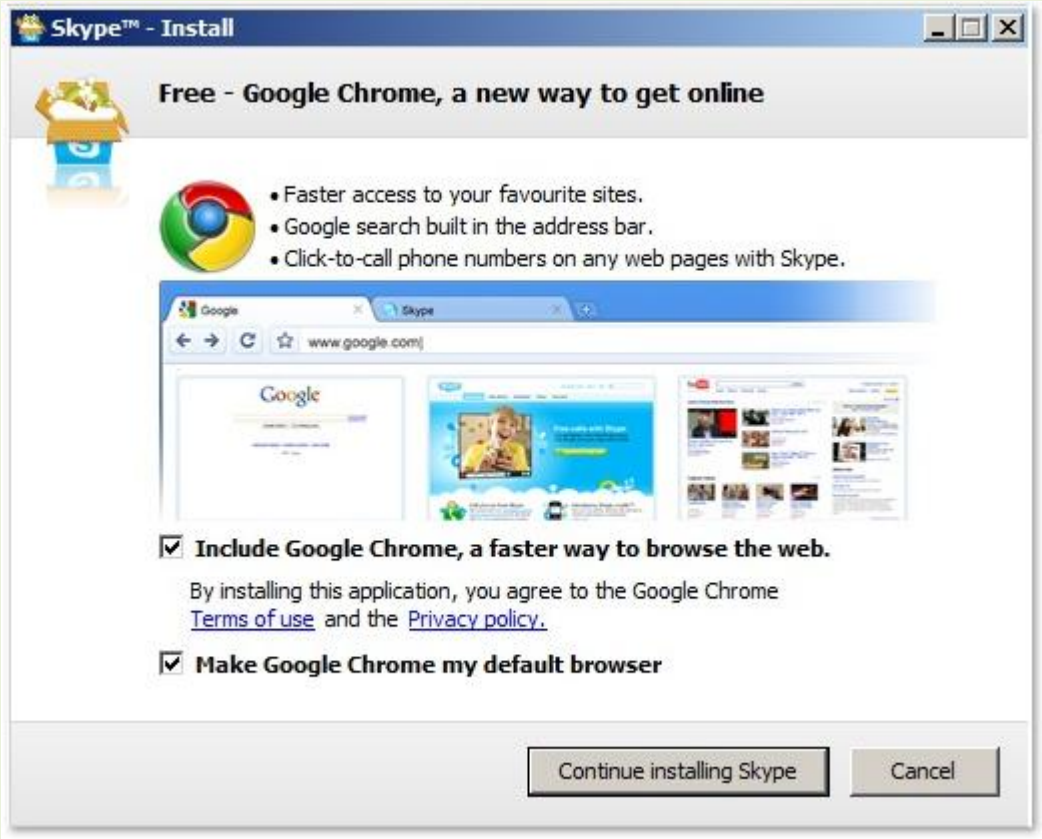
Type the Computer ID in the Partner ID Text Box and Connect to the Partner

Configure Skype Address

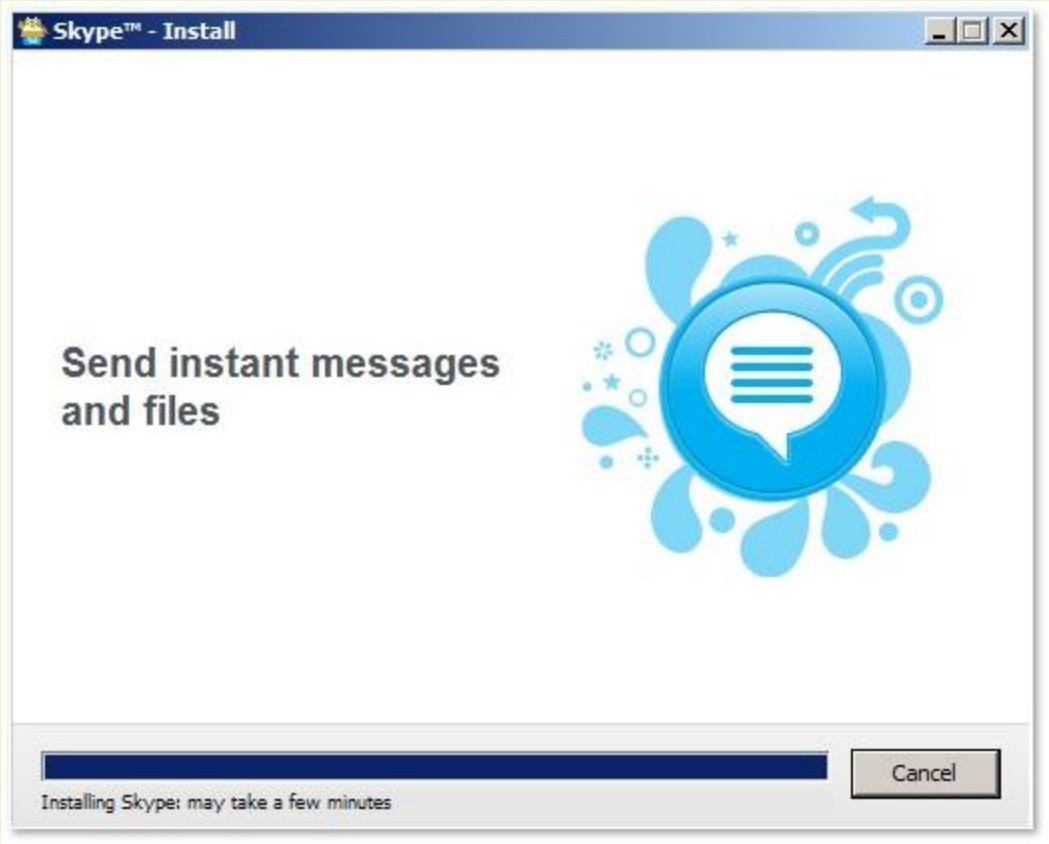
Steps-

Start download from internet then agree to istall

Skype™ - Install
Hello! Thank you for downloading Skype
Hello!
Select your language:
English
By installing this application, you agree you have read and accepted the
Skype End User License Agreement and the Skype Privacy Statement
Options
I agree - install
Cancel

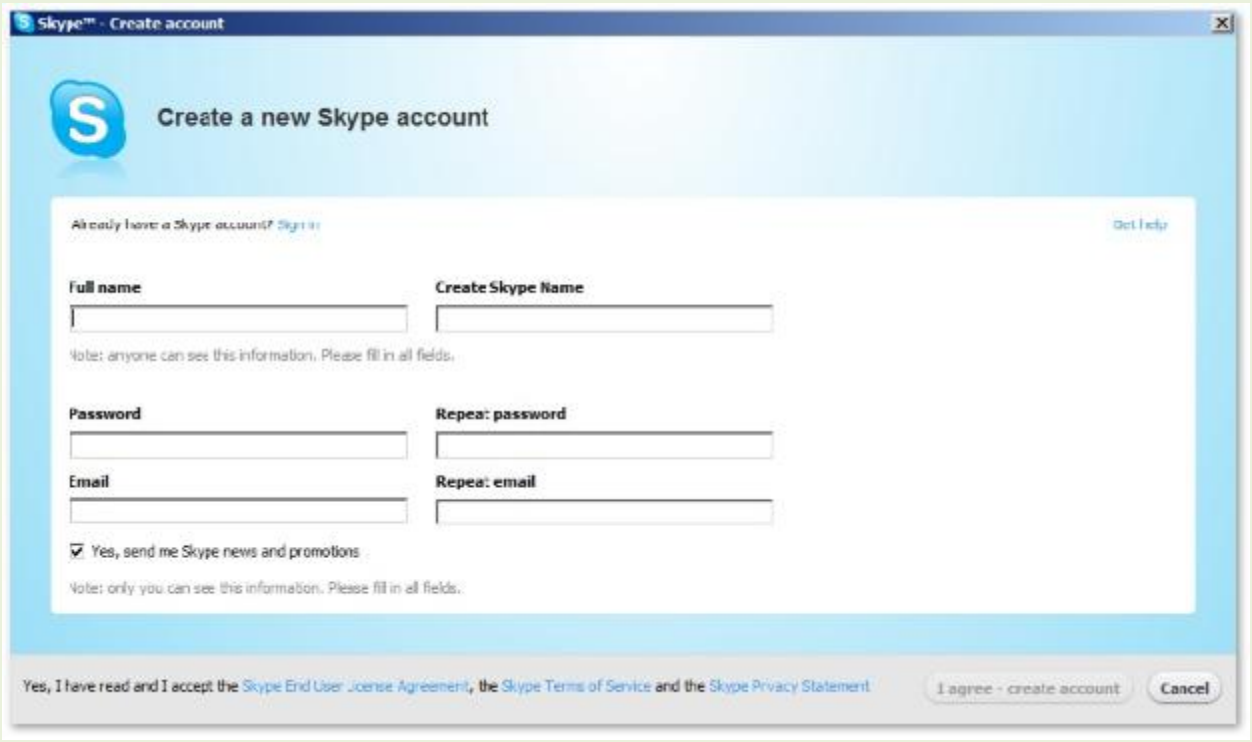

Skype™ - Install
Free - Google Chrome, a new way to get online
• Faster access to your favourite sites.
• Google search built in the address bar.
• Click-to-call phone numbers on any web pages with Skype.
Include Google Chrome, a faster way to browse the web.
By installing this application, you agree to the Google Chrome
Terms of use and the Privacy policy.
Make Google Chrome my default browser
Continue installing Skype
Cancel

Click to Continue


Skype™ - Install
Send instant messages and files
Cancel
Installing Skype: may take a few minutes

Skype™ - Install
Thank you for installing Skype
Great, you now have the new Skype!
Skype also comes with a extension for Firefox allowing you to call phone numbers on any website with just one click.
You will see more information about the Skype add-on the next time you start your web browser.
Example:
The Queen Victoria Pub
Great food, cold pints.
tel: 0871 3328086
123
Finish

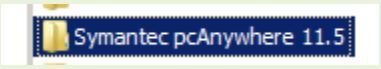
Click Finish


Skype™ - Create account
Create a new Skype account
Already have a Skype account? Sign in
Get help
Full name
Create Skype Name
Note: anyone can see this information. Please fill in all fields.
Password
Repeat password
Email
Repeat email
Yes, send me Skype news and promotions
Note: only you can see this information. Please fill in all fields.
Yes, I have read and I accept the Skype End User License Agreement, the Skype Terms of Service and the Skype Privacy Statement
I agree - create account
Cancel

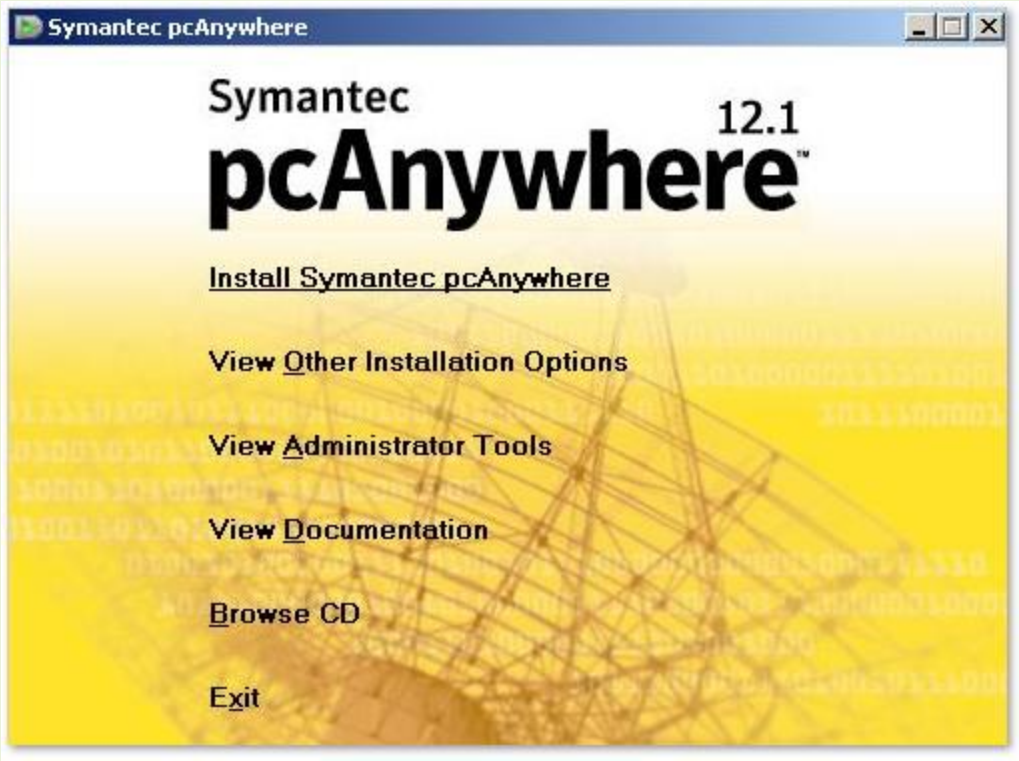
Fill up the form and click to I agree -

Type the name and password to final connect to the Skype -

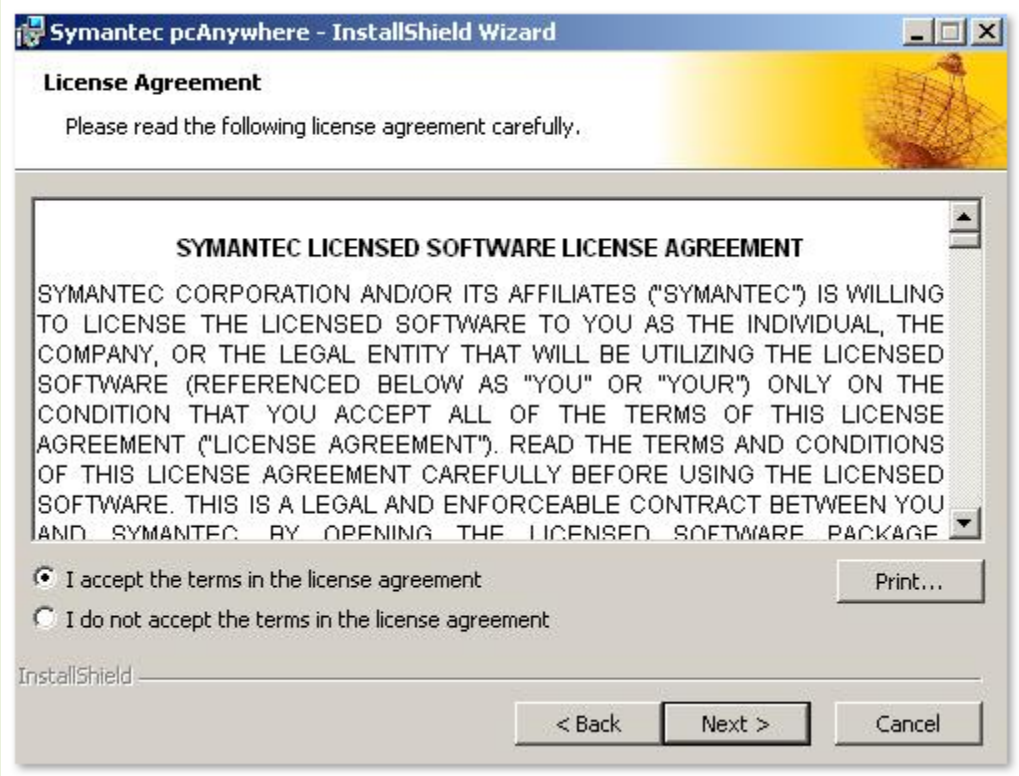
Installation PCAnywhere –

Steps – Double click on the 

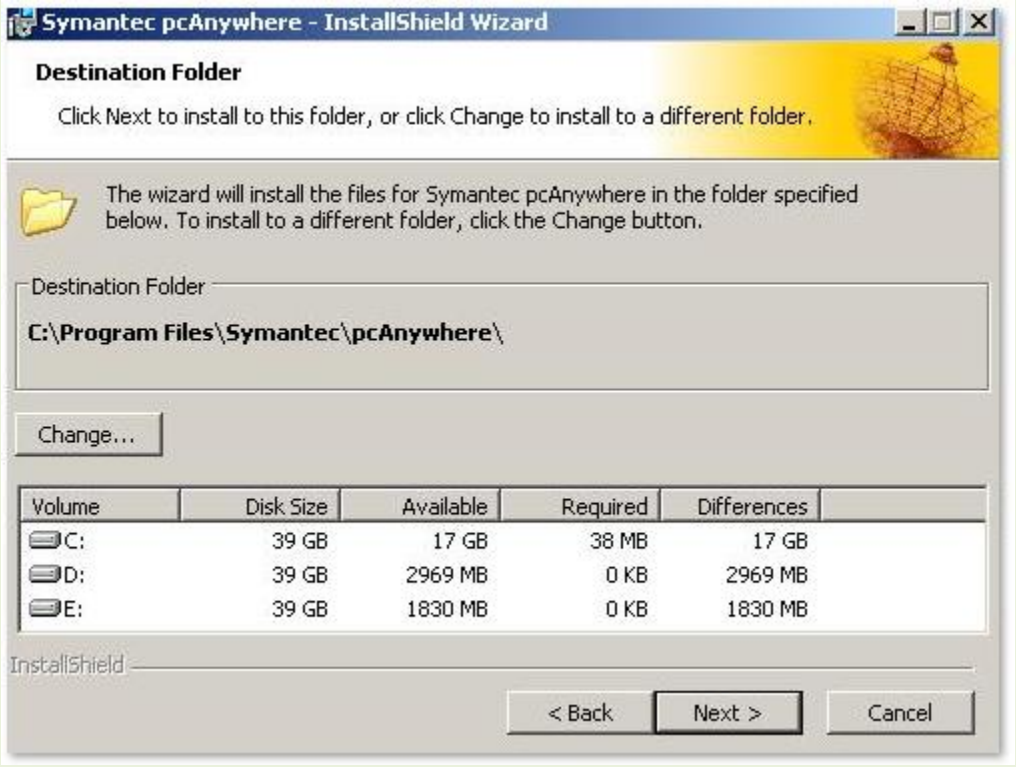
in the Software location and follow the windows and click the next … Next … Finish.



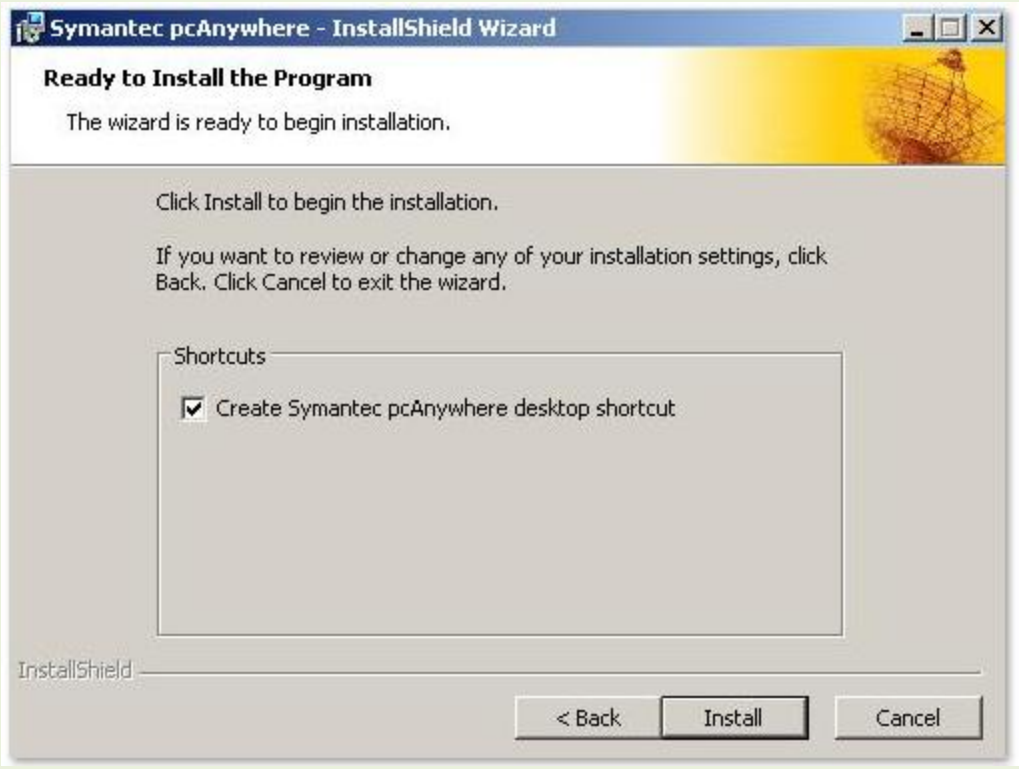
Symantec pcAnywhere - InstallShield Wizard
symantec.
Welcome to the installation for Symantec pcAnywhere
The InstallShield(R) Wizard will install Symantec pcAnywhere on your computer. To continue, click Next.
< Back
Next >
Cancel


Symantec pcAnywhere - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
SYMANTEC LICENSED SOFTWARE LICENSE AGREEMENT
SYMANTEC CORPORATION AND/OR ITS AFFILIATES ("SYMANTEC") IS WILLING TO LICENSE THE LICENSED SOFTWARE TO YOU AS THE INDIVIDUAL, THE COMPANY, OR THE LEGAL ENTITY THAT WILL BE UTILIZING THE LICENSED SOFTWARE (REFERENCED BELOW AS "YOU" OR "YOUR") ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS OF THIS LICENSE AGREEMENT ("LICENSE AGREEMENT"). READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT CAREFULLY BEFORE USING THE LICENSED SOFTWARE. THIS IS A LEGAL AND ENFORCEABLE CONTRACT BETWEEN YOU
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print...
InstallShield
< Back
Next >
Cancel

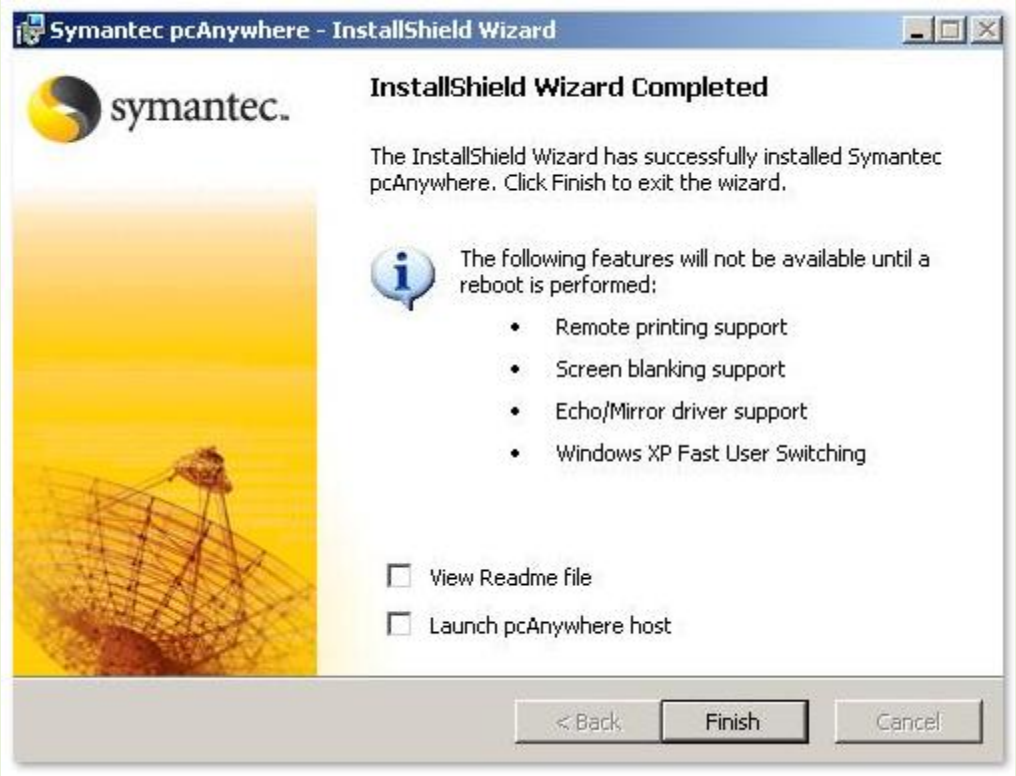
Symantec pcAnywhere - InstallShield Wizard
Customer Information
Please enter your information.
User Name:
MIS
Organization:
PRG
InstallShield
< Back
Next >
Cancel


Symantec pcAnywhere - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
The wizard will install the files for Symantec pcAnywhere in the folder specified below. To install to a different folder, click the Change button.
Destination Folder
C:\Program Files\Symantec\pcAnywhere\
Change...
Volume
Disk Size
Available
Required
Differences
C:
39 GB
17 GB
38 MB
17 GB
D:
39 GB
2969 MB
0 KB
2969 MB
E:
39 GB
1830 MB
0 KB
1830 MB
InstallShield
< Back
Next >
Cancel

Symantec pcAnywhere - InstallShield Wizard
Custom Setup
Click on an icon in the list below to change how a feature is installed.
Symantec pcAnywhere
pcAnywhere Tools
Host Administrator
Host Administrator Agent
Feature Description
Main pcAnywhere files will be installed.
Feature Size Requirements
This feature requires 0 KB on your hard drive. It has 1 of 1 subfeatures selected. The subfeatures require 20 MB on your hard drive.
InstallShield
Help
< Back
Next >
Cancel


Symantec pcAnywhere - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
Shortcuts
Create Symantec pcAnywhere desktop shortcut
InstallShield
< Back
Install
Cancel

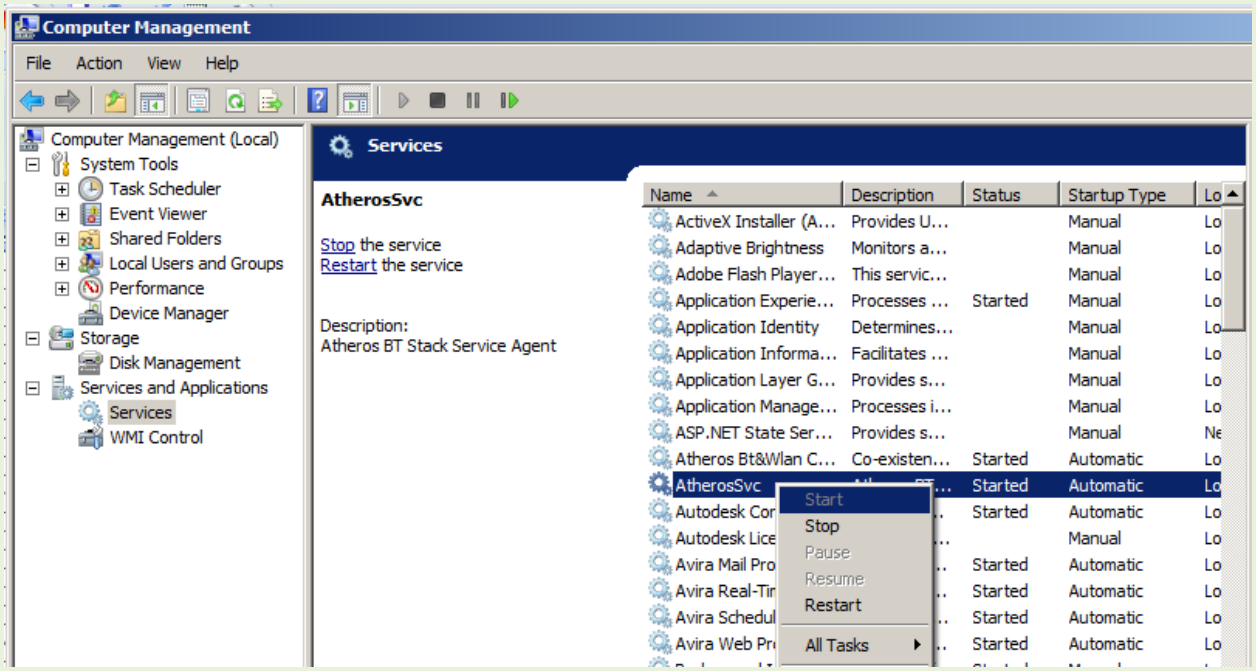
Symantec pcAnywhere - InstallShield Wizard
Installing Symantec pcAnywhere
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs Symantec pcAnywhere. This may take several minutes.
Status:
Preparing setup. Time remaining: Less than 1 min.
Details
Validating install
InstallShield
< Back
Next >
Cancel


Symantec pcAnywhere - InstallShield Wizard
symantec.
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Symantec pcAnywhere. Click Finish to exit the wizard.
The following features will not be available until a reboot is performed:
Remote printing support
Screen blanking support
Echo/Mirror driver support
Windows XP Fast User Switching
View Readme file
Launch pcAnywhere host
< Back
Finish
Cancel

Restart any service from the computer or Laptop

Steps -

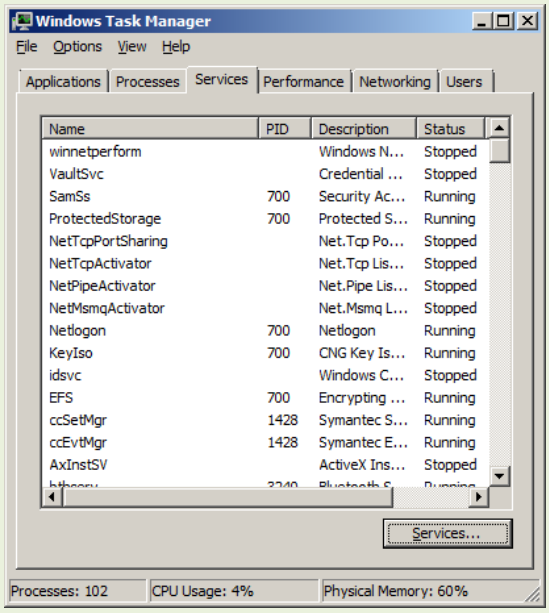
Right Click on Computer ICON – Click Mange – Click Services and Applications – Click Sevices – Click the Service Name – Start



Do Not Need Services in Start Up –

1. IP Helper
2. Offline Files
3. Network Access Protection Agent
4. Parental Controls
5. Smart Card
6. Smart Card Removal Policy
7. Windows Media Center Receiver Service
8. Windows Media Center Scheduler Service
9. Windows Media Player Network Sharing Service
10. Fax
11. HomeGroup Listener
12. HomeGroup Provider

13. Tablet PC Input Service
14.

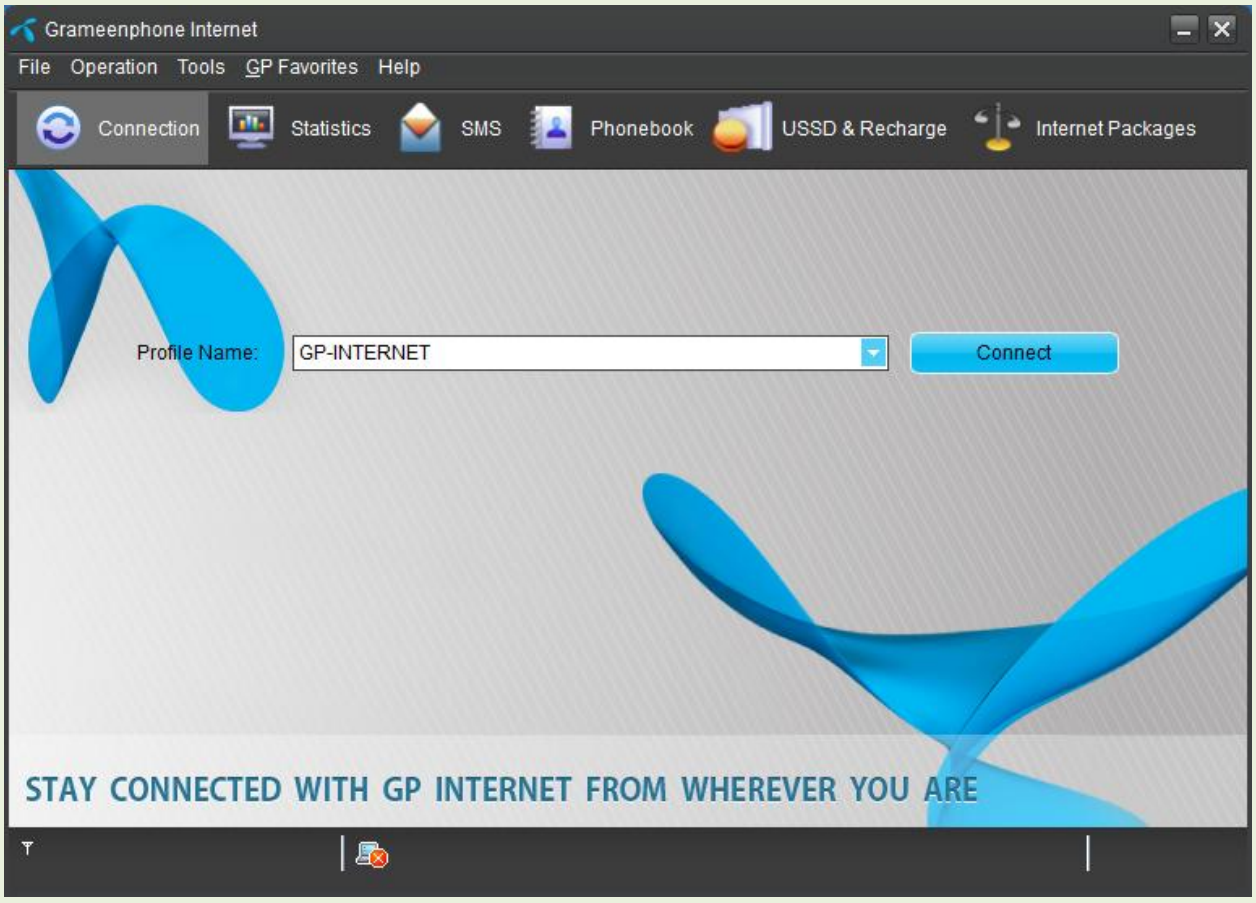

Windows Task Manager
File Options View Help
Applications Processes Services Performance Networking Users
Name PID Description Status
winnetperform Windows N... Stopped
VaultSvc Credential ... Stopped
SamSs 700 Security Ac... Running
ProtectedStorage 700 Protected S... Running
NetTcpPortSharing Net.Tcp Po... Stopped
NetTcpActivator Net.Tcp Lis... Stopped
NetPipeActivator Net.Pipe Lis... Stopped
NetMsmqActivator Net.Msmq L... Stopped
Netlogon 700 Netlogon Running
KeyIso 700 CNG Key Is... Running
idsvc Windows C... Stopped
EFS 700 Encrypting ... Running
ccSetMgr 1428 Symantec S... Running
ccEvtMgr 1428 Symantec E... Running
AxInstSV ActiveX Ins... Stopped
Services...
Processes: 102
CPU Usage: 4%
Physical Memory: 60%

How to install/uninstall & connect GPRS Modem (with disconnection cause)

Steps -

Insert the Modem at the USB Port, it will work automatically. After installation a Grameenphone Internet ICON will appear automatically on the Desktop.

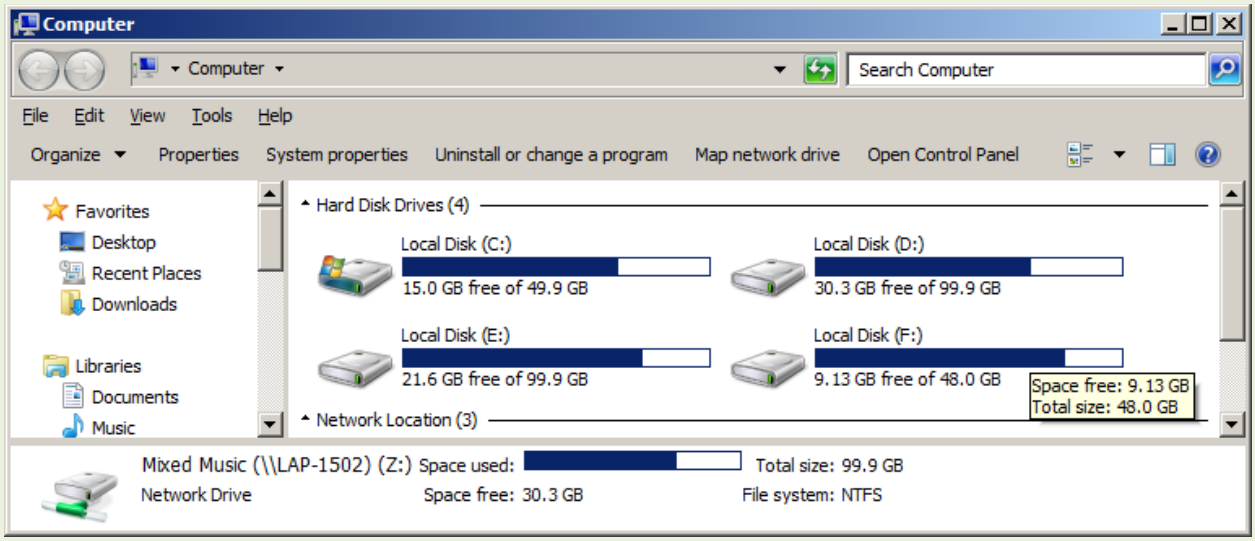
Double click on Grameen ICON – Click connect or disconnect

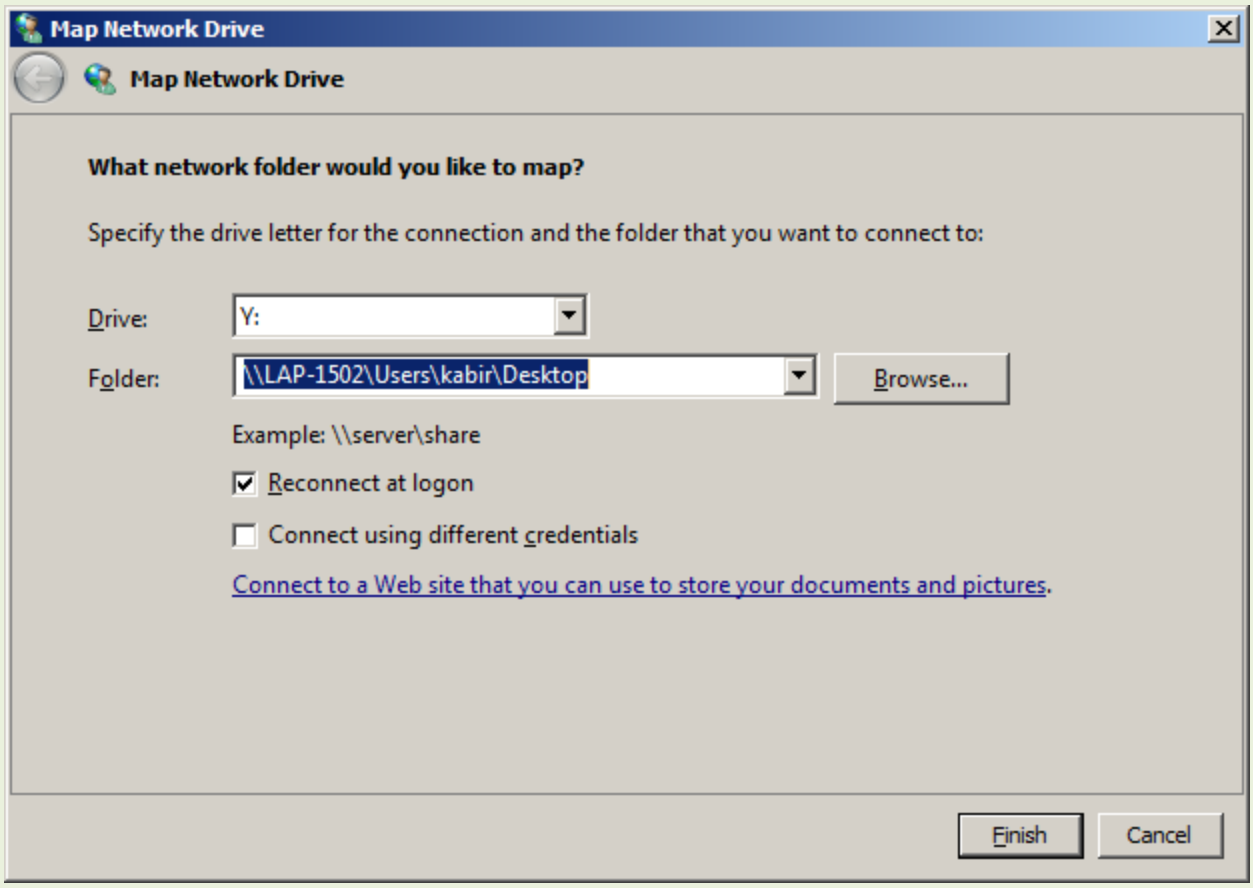

Grameenphone Internet
File
Operation
Tools
GP Favorites
Help
Connection
Statistics
SMS
Phonebook
USSD & Recharge
Internet Packages
Profile Name:
GP-INTERNET
Connect
STAY CONNECTED WITH GP INTERNET FROM WHEREVER YOU ARE

How to Map Network (X/W) drive

Mapping a folder on a network creates a shared space that anyone on the network can easily access. You can map a drive on another computer on your network to increase the storage you have access to, or to create a collaboration space for you and your coworkers. Follow this guide to turn any folder into a network drive.

Open Computer – Click Map Network drive – Choose Drive and Folder –Click Finish.




Map Network Drive
Map Network Drive
What network folder would you like to map?
Specify the drive letter for the connection and the folder that you want to connect to:
Drive:
Y:
Folder:
\\LAP-1502\Users\kabir\Desktop
Browse...
Example: \\server\share
Reconnect at logon
Connect using different credentials
Connect to a Web site that you can use to store your documents and pictures.
Finish
Cancel

To run scandisk

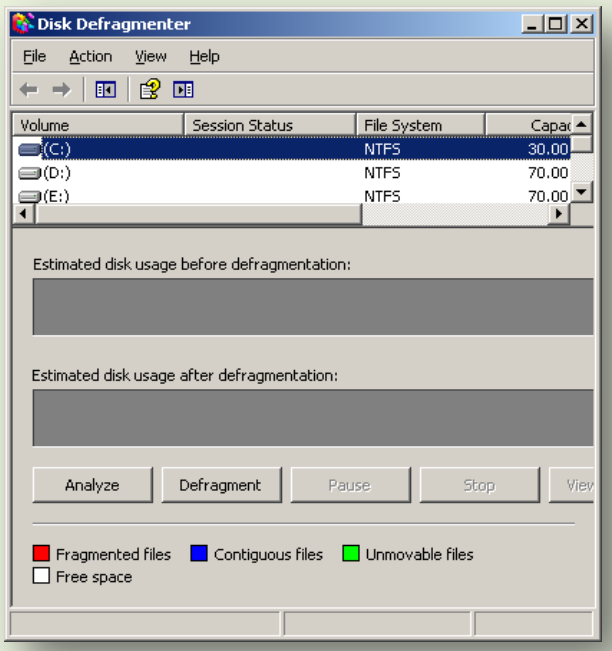
- Go to My Computer -Right click on the local drive
- Click on properties > tools tab and click ‘check now’ to check the drive for errors.

Disk Defragmentation

Disk Defragmenter is a utility in Microsoft Windows to increase access speed by rearranging files stored on a disk and also reduces system startup times.

Steps to Desk Defragmentation-

- Click Start Button-Move Cursor-Programs-Move Cursor to Accessories-Move Cursor to System Tools-Click on Disk Defragmenter.


Disk Defragmenter
File Action View Help
Volume Session Status File System Capac
(C:) NTFS 30.00
(D:) NTFS 70.00
(E:) NTFS 70.00
Estimated disk usage before defragmentation:
Estimated disk usage after defragmentation:
Analyze Defragment Pause Stop View
Fragmented files Contiguous files Unmovable files
Free space

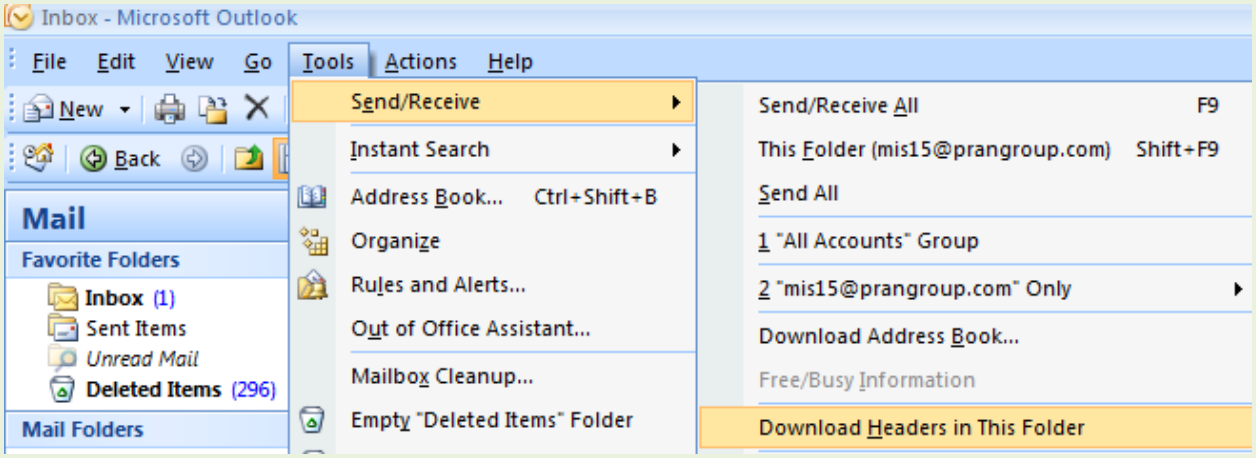
- Choose Drive-Click Defragmenter Button

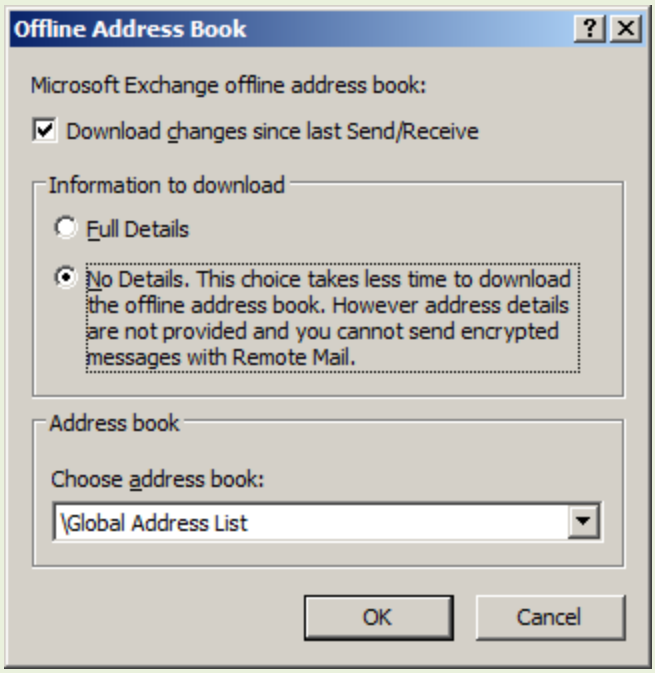
EXCHANGE AND POP SETTINGS

Download Addressbook –

Steps –

Click Tools Click Send/Receive –Click Download Headers in This Folder-Click OK as the below Window.




Offline Address Book
Microsoft Exchange offline address book:
Download changes since last Send/Receive
Information to download
Full Details
No Details. This choice takes less time to download the offline address book. However address details are not provided and you cannot send encrypted messages with Remote Mail.
Address book
Choose address book:
\Global Address List
OK
Cancel

SMART MOBIL USER

For Screen Print

Sometimes we need create an Image file of my Mobile Screen, in that case the steps -

1. Press Power Button + Volume Button (low side of the volume side)
   -The Screen print will go gallery Folder.

How to Connect Wireless connection-

For POP Mail Configuration-

1. Go to Settings –Choose Add Account -Email- Type user email address like - mis15@prangroup.net& Password (Mail Password)

2. **Select POP3 -** IMAP - Exchange

3. Incoming server settings-
    a. Change POP3 Server name- it should be -**mail.prangroup.net**. the port should be **110**
    b. Security type**none**. –Next

4. Outgoing Server Settings-

    a. SMTP- **mail.prangroup.net**.
    b. Port-465
    c. Security Type- SSL/TLS Accept all Certificates- Next-Finish

Check the email from open email ICON

Exchange Mail Configuration-

1. Settings-Add Account -Corporate- Type user email addresmis15@prangroup.com & Password (Windows Password)
2. Manual Setup –Domain user(Property/40075)
3. Server address – prgmail.prangroup.com
4. Checked-use secure connection SSL Certificate
5. Checked-Accept all SSL Certificate – Next-Days to synchronize should be 3 days-Next…

Check the email –open email ICON

Delete any Account –open the settings-choose the email Account which one I want to delete.

Office Suite Installation for opening the MS Office File-

1. Type a New Name(any Name & email ID-mis15@prangroup.com-click Register.

Synchronize Outlook Contacts for update the mailing address

1. Copy all Global Address to Contact Folder it will update in the Mobile Address automatically.

Open Attached File

1. Open Mail –Load Attached File-Choose Office Suite –Choose always

How to set up Wi-Fi hotspot-

1. Settings-Data Uses- More-Tethering & portable HotSpot- Choose Wi Fi Hotspot On-Setup Wi Fi Hotspot-type any Name and any password.-Save
2. You can see wireless ICON on the Top of the Mobile Menu
3. Check now Laptop Wireless Connection-Connect-Type wireless password which you have in the Mobile.

How to transfer picture/files via Bluetooth -

Bluetooth on both the devices like the below way –

1. Settings- Bluetooth On-Hit on Bluetooth & make it visible
2. Open the image Folder-Open the Image –Hit on Share ICON –Bluetooth-Choose device name(Symphony 125 if we want to transfer to Symphony W125 Series Mobile)

   Check incoming File request from the top of the mobile Screen- and accept it.

How to make a conference call -

1. Call Any Person-after Receiving the call minimize the call-call others person-Hit Merge

How to set up data service (connect/disconnect to internet) -

1. Settings-data uses-more-mobile network-Access point Name-Name is Banglalink- APN Name blweb (Back to the Manu)and Check the Active Button.

   Check the Up Manu – Data Connection-Hit for Active

How to check data usage (for checking the Limits) -

1. Settings-Data uses-Mobile Data On-Choose Data uses cycle-Choose Days

How can we make the best use of smart mobile?